

# Communication Models: Responding to emotional cues

## The NURSE mnemonic

**N**

### **Name it**

*“...it sounds like you’ve been worried about what’s going on...”*

**U**

### **Understand the core message:**

*“... if I understand you correctly, you are worried about what to say to your family and how they will react ...”*

**R**

### **Respect / Reassurance at the right time:**

*“... I’m really impressed that you’ve continued to be independent ...”*

**S**

### **Support:**

*“... would you like me to talk to your family about this ...”*

**E**

### **Explore:**

*“... I notice that you’re upset, can you tell me what you’re thinking?”*

The NURSE mnemonic has been reproduced from Back A, Arnold R, Tulsky J. Mastering communication with seriously ill patients: balancing honesty with empathy and hope. Cambridge University Press; 2009 Mar 2.

